



**2<sup>nd</sup> Annual Conference**  
**Painless, Pro-active,**  
**Performance Strategies**

*October 5th and 6th, 2011, The Gateway Center, Helena, MT.*

*Get your performance management questions answered at the following sessions:*

**Task Force Performance Initiatives Panel Discussion**

Panelists: Tim Burton, Justice; Tom Livers, Environmental Quality; Alan Peura, Revenue; Dore Schwinden, Commerce

- A panel from the state's Workforce Development Taskforce will discuss their vision, goals, and recommendations for state government performance management. This open discussion will encourage participant participation and emphasize real-life examples of goal-based, results-driven performance management.

**Managing Public Employee Performance Painlessly**

Keynote: Marnie Green, Management Education Group, Inc

- Do you wonder about how to do performance management in state government? Are you unsure of what to measure or how to rate employees? Do you struggle to find time for performance management? Presenter Marnie Green will provide expert advice and insight on performance management from a public sector point of view. Participants will learn how aligning performance measures with agency goals and missions can motivate their employees to perform better. Participants will leave this session with painless, practical approaches for managing performance on a daily basis.

**Breakout Session: Are your Performance Goals SMAART?**

Presenter: Marnie Green, Management Education Group, Inc

- Do you want to tie your performance goals to your agency mission and goals? Are you unsure of what to measure, how to measure it, or how to rate employees? Marnie Green will follow up her keynote session with a workshop designed to help you write performance goals. Marnie will use real-life examples to help participants craft mission and goal based performance measures. Bring your agency's mission statement along and leave this session with your own, ready to implement, performance measures.

## **Breakout Session: Dealing with Challenging Situations**

Presenter: Julie Benson-Rosston, The Collaboration Institute

- Are you struggling with a challenging employee? Do you manage a Whiner, a Complainer, or a Passive-Aggressive? Do you avoid dealing with problem employees or wish you had better techniques for managing their performance? Julie Benson-Rosston's engaging presentation will use real life examples to help participants manage conflict and deal with frustrating situations. Julie will offer tips and techniques for holding your most challenging employees accountable. Participants will leave this session knowing they don't have time to ignore or enable these situations.

## **Breakout Session: Keeping Your Top Performers in the Game**

Presenter: Joel Schaffer, Federal Mediation and Conciliation Services

- Do you want to build better relationships with your top performers? Do you worry about keeping your best performers engaged and motivated? Joel Schaffer's presentation will encourage audience discussion and input and offer a new approach for building relationships. Participants will gain a better appreciation for differences in working style and will leave this session with ideas and techniques they can use to engage their top performers and keep them in the game.

## **Breakout Session: Collaborating to Manage Performance in a Unionized Environment**

Presenter: Gary Hattal, Federal Mediation and Conciliation Services

- Do you manage unionized employees? Do you wonder or worry about giving performance feedback to employees in bargaining units? Presenter Gary Hattal will address fears and myths surrounding performance management in a unionized environment while asking participants to consider their work relationships, responsibilities, and expectations. Participants will learn innovative, painless, and trust-building approaches for managing performance and will leave this session with a better understanding of how performance management can improve their relationships with their employees and their unions.

## **More Myth Busting: Performance Management Myth Busters**

Speakers: Marnie Green, Management Education Group, Inc; Julie Benson-Rosston, The Collaboration Institute; Gary Hattal & Joel Schaffer, Federal Mediation and Conciliation Services

- This interactive discussion will dispel common myths that keep agencies and managers from holding their employees accountable. Through the use of video skits, our expert panel will debunk entrenched public sector performance management myths, such as "If I didn't witness it, I can't discipline," "I'm doing annual reviews, so I must be managing performance," and "I can't give them a raise, so why bother with performance management?" Participants will examine wide-spread beliefs that may limit their ability to implement performance management and will be challenged to consider alternative approaches and solutions.